LASAN DATA CENTER

INFORMATION, INSIGHTS, AND ANALYSIS FROM LA SANITATION

August 30, 2019

This week, CSLA reporting includes closed data through August 23, 2019. In the past 7 days, LASAN CSLA teams have responded to 1,296 Illegal Dumping service requests and 633 Homeless Encampment cleanup service requests.

To date in August, LASAN CSLA teams responded to 3,071 Illegal Dumping service requests and 2,010 Homeless Encampment cleanup service requests.

The average wait time for July 29 – August 13 call times was 8 minutes and 41 seconds. On August 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable at this time as we are still fine tuning our system.